

# THE MASTIO QUALITY AWARD

## Mastio LTL Study 3<sup>rd</sup> Edition Summary Findings

Mastio & Company uses a Customer Loyalty & Value approach in the analysis of the data included in this study. **MASTIO requires at least 30 observations to be eligible for an award.**

MASTIO suggests that whenever possible a minimum sample size (n) of 30 should be used. This is based on a rule of thumb generally accepted by statisticians that the Central Limit Theorem can be safely applied when  $n = 30$ . The Central Limit Theorem states that the distribution of the sample mean for samples of 30+ is normal - no matter what the population distribution looks like. This allows statistical inferences to be made about the population mean even when the population distribution is not known.

The LTL study findings are divided into the following 7 indexes located on the proceeding pages:

- **Overall**
- **National Carrier Group**
- **Inter-Regional Carrier Group**
- **Mid-Atlantic Carrier Group**
- **Great Lakes/Midwest Carrier Group**
- **Southern Carrier Group**
- **Western Carrier Group**

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## Awards - THE MASTIO QUALITY AWARD - Overall

Category	Overall Winner / Highest Score	Carriers Who Exceed the Industry Benchmark
Overall	A. Duie Pyle	AAA Cooper ABF Averitt Express Con-Way Daylight Dayton Freight Lines Dohrn FedEx Jevic Milan Express N&M Transfer New England Motor Freight New Penn Peninsula Pitt Ohio R&L Carriers Southeastern Freight Lines Standard Forwarding Ward Trucking Wilson Trucking

Awards are presented to companies who meet the criteria and pay the promotional fee for unlimited advertising and promotional use of the award and the MASTIO name. *MASTIO will also present the award in-person and do other events as requested.*



*Sample design of certification award that can be used for marketing purposes.*

Note: Awards are determined by the carriers with the highest overall Customer Value Weighted Quality Score (not to be confused with the Overall Customer Value Score) that have also met a minimum of 30 ratings.

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## Awards – THE MASTIO QUALITY AWARD – National Carriers

Category	Overall Winner / Highest Score	Carriers Who Exceed the Industry Benchmark
National Carrier Group	FedEx	Con-Way ABF Old Dominion

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## Awards - THE MASTIO QUALITY AWARD - Inter-Regional Carriers

Category	Overall Winner / Highest Score	Carriers Who Exceed the Industry Benchmark
Inter-Regional Carrier Group	Daylight	R&L Carriers Averitt Express Jevic Estes

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## Awards - THE MASTIO QUALITY AWARD - Mid-Atlantic Carriers

Category	Overall Winner / Highest Score	Carriers Who Exceed the Industry Benchmark
Mid-Atlantic Carrier Group	A. Duie Pyle	Pitt Ohio Ward Trucking New Penn

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**Awards - THE MASTIO QUALITY AWARD - Great Lakes/ Midwest Carriers**

Category	Overall Winner / Highest Score	Carriers Who Exceed the Industry Benchmark
<b>Great Lakes/Midwest Carrier Group</b>	<b>Standard Forwarding</b>	Dayton Freight Lines CCX R&L Carriers Dohrn N&M Transfer USF Holland

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**Awards - THE MASTIO QUALITY AWARD - Southern Carriers**

Category	Overall Winner / Highest Score	Carriers Who Exceed the Industry Benchmark
<b>Southern Carrier Group</b>	<b>Wilson Trucking</b>	Averitt Express Southeastern Freight Lines AAA Cooper Milan Express

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## **Awards - THE MASTIO QUALITY AWARD - Western Carriers**

<b>Category</b>	<b>Overall Winner / Highest Score</b>	<b>Carriers Who Exceed the Industry Benchmark</b>
<b>Western Carrier Group</b>	<b>Peninsula</b>	Bullet Freight Systems Oak Harbor Freightlines

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